

Name: _____

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P O S I T I V E A T T I T U D E J A B Q C T E K
U K E E P E V E R Y O N E I N F O R M E D T E S
C R P R O F E S S I O N A L D E M E A N O R C E
X C D E R A C R E M O T S U C R E F F O L E N Z
H S J P L V G P I H S R E N W O L L A C L A E I
S Q N A K C A B D E E F O T N E P O E B A T R G
X G N I T E E R G Y L D N E I R F Z N B R C E O
X W A S E N S E O F H U M O R W J S N B U U F L
N I C S R O R R E E G D E L W O N K C A O S E O
O W C I V M C S J H O R Z G Y C L G L O Y T R P
O X E F W R L C T M O U D D R J K B I G T O P A
P O P Y R M L L U K D X Y M U V L I R E I M E F
O D T V Z M Y A O G P Q C G B U S K K N E E G U
L E E O Y G I R Y N O D O N Q R G U E T V R A L
I O V S K E K I K A S X Z J E E P B N H I S U L
T X E R N N B F N S T S P O M U G W B U G A G A
E T R A L U H Y A O U X M X P S F I S S Q S N T
Z I Y V A I E F H V R O W W O Z A I M I I G A T
D G C X R N A G T G E A E Q W E M H F A X U L E
K A A O R E U G M F U D P T E S T S E S L E H N
V Q L Y C A E O X X Z Y E P R S S Q M M N S C T
R G L H T C E P S E R F B H O U D M L I R T T I
V T R A N S P A R E N C Y E R R O H A P L S A O
P Q S T A H C E M I T D L O H N T C M C K E M N

TREAT CUSTOMERS AS GUESTS
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ACCEPT EVERY CALL
HOLD TIME CHAT
TRANSPARENCY
THANK YOU
RESPECT
EMPOWER
SMILE

MATCH LANGUAGE PREFERENCE
OFFER CUSTOMER CARE
POSITIVE ATTITUDE
GIVE IT YOUR ALL
FULL ATTENTION
GOOD POSTURE
COURTEOUS
RAPPORT
CLARIFY

KEEP EVERYONE INFORMED
BE OPEN TO FEEDBACK
FRIENDLY GREETING
SENSE OF HUMOR
CALL OWNERSHIP
ENTHUSIASM
APOLOGIZE
GENUINE
POLITE